

# Kingstanding Circle Surgery

Patient Participation Group (PPG)



## Your Surgery - Your Say

### Patient Participation Group Meeting - Minutes Thursday 5<sup>th</sup> April 2018 @ 12.00pm Kingstanding Circle Surgery

#### ATTENDEES:

Mrs T Martin (MT)

Mrs S Perry (SP)

Mrs V Turner (VT)

Mrs M Adams (MA)

Mrs E Duffy (ED)

Mrs P Cox (PC)

Mrs M Hammond (MH)

Mr R Bayliss (RB)

Mrs L Floyd (LF) Chair

Mrs M McDonnell (MM)

(Minutes)

1.	<b>APOLOGIES (LF)</b> Mrs S Deakin (SD), Mr J Brough (JB), Mr Denis Edwards (DE), Mrs M Carron (MC), Mrs J Carron (JC), Mrs I Maher (IM)
2.	<b>QOF (LF)</b> LF reiterated what QOF was and what the practice needed to do to achieve the maximum of 550 points. The whole practice had worked extremely hard right up until end March 18 and achieved 542.21/550 missing out on minimal points in certain areas.
3.	<b>ACE (LF)</b> LF reiterated ACE and the requirements of both Ace foundation and Ace Excellence. An appraisal was due to come through any time now. This year QOF and ACE both had to be completed by 31/03/18 as well as the practice year end.
4.	<b>WHATS AHEAD (LF)</b> Qof and ACE would be continuing with increasing targets to be met by end March 19. This year the practice will be able to source their own supplier for Flu vaccines through a reputable supplier. Over 65's will be given a specific vaccine which is stronger than the normal flu vaccine offering them more protection, this will also be given to those under 65 suffering with a chronic disease. Clinicians will have to ensure they give the right vaccine and will be given up to date guidelines to work to. MA asked will patients be able to choose if they want the stronger vaccine. A universal contract will be introduced replacing Qof/Ace next year. Extended hours will finish in Oct 18, replaced by 8am-8pm working within the locality, this is still in the early stages and no specifics are available as yet.

**STAFF VACANCIES (LF)**

5. Practice nurse Marie Hayward will be taking early retirement and leaving the practice in October 18. Julie Muller, receptionist left the practice in November 2017. Adverts are out for 1 x Practice Nurse, 1 x Health care assistant & 2 part time receptionist's.

**CAR PARK UPDATES (LF)**

6. Barriers have been erected at the front of the car park however this has not really helped the situation with people using the car park during the day and going to the shops. LF is speaking to a company who can man the car park to ensure only patients and pharmacy customers are using it. The rear car park will be opened up once building work has been completed. The surgery will not be moving to the land next door as an alternative an extension on the existing building to accommodate 6 further rooms is being looked into.

**ACTIONS FOR PPG FOR 18/19 (ALL)**

7. The following suggestions were put forward for PPG actions for the coming year:-

Promote flu campaign (incorporating awareness of new stronger flu vaccine) by having an awareness morning at the surgery, date to be set at the next meeting.

Anti-biotic mission continuing on the PPG's successful campaign in 2017.

Promote independent age – Provide information though the PPG/surgery for our elderly population as to where they can access support/advice on services such as benefits, social care, support groups offering company. MA suggested a system where members could contact patients anonymously over the phone on a monthly basis as a “buddy” to have an informal chat for 10-15 minutes. MA to source further information. All members who have any information relating to this area are requested to e mal MM by 30/04/18.

**A.O.B. (ALL)**

LF discussed the final results of last year's (Apr 17 – March 18) friends and family results – 233 patients were very likely to recommend the practice, 23 were likely, 2 were neither likely or unlikely, 1 was unlikely to, 9 were extremely unlikely to and 2 did not know.

A further newsletter to be compiled by LF with any suggestions from PPG members to be included.

TM suggested another McMillan coffee morning be run at the surgery in September 18 this would be one of the PPG actions for 18/19.

LF expressed again that the work of the PPG was vital to ensuring patient influence. All the staff at the practice and the GP's (Dr Sahota & Dr Cassam) wish to say a big thank you to all members of the PPG group for their invaluable and much appreciated participation, continued engagement and support.

**YOUR SURGERY – YOUR SAY!!**

**Patient Participation Group 2017/2018 – Kingstanding Circle Surgery**

**To Be Held @ Kingstanding Circle Surgery**

Further meetings dates for your diary:

**TO BE CONFIRMED AT NEXT MEETING**

**THANK YOU SO VERY MUCH FOR YOUR KIND PARTICIPATION WHICH IS VERY MUCH VALUED AND APPRECIATED!!**

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